

- Job Title:** Relief Support Workers
- Salary:** **£8.87 per hour**
In addition a sleep over rate will be paid at **£48.71** or **£40.55** dependent upon age
- Hours of Work:** As required
- Place of Work:** At a Step by Step service or office as required.
- Reporting to:** Service Team Leader/Manager

Background information

Since opening our direct access accommodation in December 1992, Step by Step has continued to evolve its service provision to include a holistic but pragmatic approach to youth homelessness. Various services have evolved to meet the needs of young people and each service has the mission of the organisation at the heart of all they do, i.e. Step by Step strives "to empower homeless young people to achieve independence".

The provision of emergency accommodation at Emmaus House is seen as the first step in re-integrating these young people back into the community. Step by Step also manages two properties in 61/63 Victoria Road, Aldershot, to provide good standard move-on accommodation with the right levels of support that young people need in order to succeed.

The Relief Worker will report directly to the Service Team Leader and work as part of a team with other Support Workers and volunteers, who will support your training and development. The job will often involve occasional lone working where you will be expected to show drive, enthusiasm, initiative and a commitment to the client group and the ability to develop the skills required to be able to work unsupervised.

Profile

To support the delivery and development of Step by Step's client facing work in order to achieve its aims and objectives. This will be done in close collaboration with the all Step by Step services and staff but particularly with the Service Team Leader.

Duties and Responsibilities

1. Client Services

- a. To support clients in achieving progression to becoming self-supportive financially, emotionally and in finding move on accommodation. To prepare young people for move on to more independent living.
- b. **Key working.** Ensure that all clients have an individual action plan, that their progress is monitored using an Outcomes Star as well as offering information, advice and guidance to support clients. Ensuring that you form and maintain a professional relationship with clients, acting as a role model whilst conducting yourself within the realms of professional boundaries and adhering to a style of working that will enable the clients to:
 - ✓ Identify their immediate needs and support required, offering information, advice and guidance which support their needs and helps to resolve any personal, financial, behavioural or other issues.
 - ✓ Access other organisational client services.
 - ✓ Develop and maintain relationships with others.
 - ✓ Identify, understand, confront and challenge attitudes, behaviour and practices, which discriminate against any individual or group based race, gender, disability, economic status, belief or sexuality.
 - ✓ Experience any new challenges in a supportive and comfortable manner.
 - ✓ Recognise the personal and social issues, which affect their lives and support them to affect positive change those structures.

- ✓ To help to monitor, evaluate and improve behaviours that support progression and a move towards independence.
- ✓ Provide a safe and secure environment where clients are able to address everyday issues and problems such as personal finance, life and social skills and education and employment support.

- c. **Fostering progression and the development of good basic life skills.** Support clients to be involved in developing basic life skills and healthy living practices to support their progression and the achievement of independent living. This will involve creating and maintaining the right kind of atmosphere in the service whereby residents can confidently face day-to-day problems.
- d. To ensure all residents take part in maintaining the cleanliness of the service including taking part in a daily cleaning rota and abide by the rules of the service and the organisation.
- e. Conduct initial interviews for prospective residents, including making decisions as to the suitability of each candidate for a room or bed space in the foyer, in line with agreed referral, admissions and operational policy and procedure.
- f. Ensure all residents sign an appropriate occupancy agreement and other relevant paper work and that clients are aware of their rights whilst resident at SbS.
- g. **Record keeping and Administration.** To maintain accurate and appropriate client records in line with organisational policies and procedures including details of clients benefits claims, payments made, keyworking notes, warnings, notices and all other relevant work done with clients.

2. Finance

- a. **Housing Benefits.** To ensure that all housing benefits applications are completed correctly and updated accordingly. This includes making sure that all changes of information or circumstances such as moving on, starting work or other changes are documented and reported to the Housing Benefit Administrator.
- b. **Residents' Payments.** Whilst on duty to take responsibility for the receipt of monies from residents and for the security of such sums paid. To daily hand over all monies received to the Business Services Office or store such monies in the relevant safe until such time as it can be handed over.
- c. **Cash receipts & donations.** To ensure all cash received from clients or other sources and donations are properly recorded, stored and administered according to organisational procedures.
- d. **Petty Cash.** To ensure all service petty cash is stored, managed and administered according to organisational procedures.

3. General

- a. **Mission, Vision and Values:** To keep at the heart of your practice the values of the organisation and to work at all times towards the Mission and Vision of the Charity.
- b. **Training.** To attend all staff training as necessary, including any courses required to enhance staff competence and, therefore, our service to the client group.
- c. **Staff Meetings.** To attend all service meetings and others as appropriate.
- d. **Supervision.** To attend regular updating and planning sessions with your line manager and where applicable buddy/mentor to plan further progression and training. Attend monthly supervision sessions and annual Individual Work and Development Plan and appraisal sessions with the Team Leader and six monthly leapfrogs sessions with the Head of Client Services, or another Service Manager.
- e. **Rota.** To work as part of a team who operate under a rota system of shifts to maintain a high level of client services and undertake two sleepover shifts a week and as required.
- f. **Communication & Cover.** To provide an integrated service to the client group by communicating key information about client and service issues across the team and by covering shifts or sessions in other services as necessary.

- g. **Fabric and security of the service and the building.** Manage and maintain the fabric, integrity and

security of the building and report any maintenance requirements to the relevant organisation or body to enable the building to be maintained to a high standard.

- h. Maintenance of the "House Rules".** Ensure that all clients, visitors and staff maintain the house rules at all times.
- i. Services.** To help market and deliver organisational client based activities and programmes including personal development, training and issue based sessions.
- j. Policies and Procedures.** To read, understand, implement and abide by all Step by Step guidelines, policies and procedures.
 - a. Confidentiality.** To maintain client confidentiality at all times in line with the Step by Step Data Protection and Confidentiality Policy.
 - b. Health and Safety.** To promote health and safety in the service at all times, ensuring that both residents and visitors comply with the Health and Safety at Work Act 1974.
 - c. Equal Opportunities.** To promote the principles of Equal Opportunities and Anti-Discriminatory Practice and to take responsibility for ensuring that the rights of residents and visitors are not infringed upon whilst in the care of the service.

This job description is not necessarily an exhaustive list of duties but is intended to reflect the range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.